Social Services and Seniors

Annual Report

for the Fiscal Year April 2008 to March 2009

Prince Edward Island

CANADA

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March 31, 2010

Honourable Barbara A. Hagerman
Lieutenant Governor of Prince Edward Island
PO Box 846
Charlottetown, PE C1A 7L9

May It Please Your Honour:

As the Minister of Community Services, Seniors and Labour, it is my privilege to submit the annual report for the Department of Social Services and Seniors for the fiscal year ending March 31st, 2009. As well as reporting on the department's activity this period, this report satisfies the requirements of Section 5 of the Rehabilitation of Disabled Persons Act and Section 10 of the Social Assistance Act.

On January 13th, 2010, the Department of Social Services and Seniors was realigned to become the Department of Community Services, Seniors and Labour. During the reporting period, the Honourable Doug W. Currie served as Minister of Social Services and Seniors.

Respectfully Submitted,

Janice A. Sherry

Honourable Janice Sherry
Minister of Community Services, Seniors and Labour

March 29, 2010

Honourable Janice Sherry
Minister of Community Services, Seniors and Labour
PO Box 2000
Charlottetown, PE C1A 7N8

Honourable Minister:

It is my pleasure to provide you with the 2008-2009 annual report for the Department of Social Services and Seniors, along with the year end financial summary.

The year was filled with a number of achievements for the department. In November government announced that all insulin dependant Islanders would be able to receive 100 glucose test strips per month with a monthly co-payment of $11.

In addition to glucose test strips, Pharmacy Services invested an additional one and a half million dollars in the Provincial Drug Formulary. This investment allowed for the addition of drugs that improve the lives of Islanders fighting cancer, osteoporosis and chronic obstructive pulmonary disease (COPD). This was especially good news for Islanders fighting cancer, as almost three quarters of the funding went to the addition of high-cost cancer medications.

The Child and Family Services Division was pleased to be able to increase the monthly fees paid to our province's foster families. This increase will allow the Island's many dedicated foster parents to continue to provide appropriate supports to our vulnerable children in care.

In Social Programs, the division increased the subsidization rate for clients residing in community care facilities from $55 to $60 per day. This was the third straight year with an increase in the daily rate and overall these subsidies rose 33 per cent since 2006.

This year also saw the Disability Services Review Committee release its preliminary report to Islanders. The preliminary report captured the discussions, ideas and concerns of Islanders regarding supports and services for people with disabilities. As a first step in reviewing the services available to Islanders with disabilities, this report provided the foundation for the Committee's final report which was delivered in May 2009.

Once again, I would like to thank the staff of the department for their dedication in providing services to Islanders over the past year.

Sincerely,

Sharon Cameron

Sharon Cameron
Deputy Minister
Department of Community Services, Seniors and Labour

Le 29 mars 2010

Honorable Janice Sherry
Ministre des Services communautaires, des Aînés et du Travail
C.P. 2000
Charlottetown PE C1A 7N8

Madame la ministre,

J'ai le plaisir de vous remettre le rapport annuel 2008-2009 du ministère des Services sociaux et des Aînés ainsi que le sommaire financier de fin d'année.

Le ministère a réalisé plusieurs projets importants au cours de la dernière année. En novembre, le gouvernement a annoncé que tous les Insulaires qui prennent de l'insuline seraient en mesure de recevoir 100 bandelettes réactives par mois en payant une quote-part mensuelle de 11 $.

En plus des bandelettes réactives, le Service de pharmacie a injecté un million et demi de dollars dans le budget du formulaire provincial de médicaments. Cet investissement a permis d'ajouter des médicaments qui visent à améliorer la qualité de vie des Insulaires atteints de cancer, d'ostéoporose et de maladie pulmonaire obstructive chronique. C'était surtout une bonne nouvelle pour les personnes aux prises avec le cancer, car près des trois quarts des fonds supplémentaires ont servi à l'ajout de médicaments onéreux contre le cancer.

La Division des services à l'enfance et à la famille a pu augmenter les montants versés mensuellement aux familles d'accueil de la province. Grâce à cette augmentation, les parents de familles d'accueil pourront continuer de pourvoir aux besoins des enfants à leur charge.

Pour ce qui est des Programmes sociaux, la division a fait passer de 55 $ à 60 $ les subventions accordées aux clients habitant dans des établissements de soins communautaires. C'est la troisième année consécutive que l'on augmente le taux quotidien. Depuis 2006, les subventions ont connu une hausse de 33 pour cent.

De plus, le Comité d'examen des services destinés aux personnes handicapées a présenté son rapport préliminaire faisant état des discussions, des idées et des préoccupations soulevées par les Insulaires à l'égard de l'appui et des services offerts aux personnes ayant des déficiences. C'est un premier pas vers l'étude des services à l'intention des Insulaires ayant des déficiences, et ce premier rapport a servi de fond pour le rapport final du Comité, soumis en mai 2009.

Encore une fois, je tiens à exprimer ma reconnaissance aux membres du personnel du ministère pour leur dévouement au cours de la dernière année.

Sharon Cameron

Sharon Cameron
Sous-ministre
Ministère des Services communautaires, des Aînés et du Travail

Introduction

The Department of Social Services and Seniors is committed to helping individuals, families and Island communities reach their full potential. The department works collaboratively with Islanders to support and protect the vulnerable members of our one Island community, while at the same time promoting healthy, self-reliant individuals.

The department is comprised of four divisions: **Child and Family Services**; **Social Programs**; **Pharmacy, Housing, Dentistry and Seniors**; and **Corporate and Financial Services**. Within these divisions, more than 500 staff members provide programs as varied as child protection services, disability supports, drug cost assistance for seniors and housing services to the citizens of Prince Edward Island.

The department is also responsible for a number of Prince Edward Island's Statutes including:

- The *Child Protection Act*
- The *Rehabilitation of Disabled Persons Act*
- The *Adoption Act*
- The *Social Assistance Act*
- The *Health Authorities Employees Act*
- The *Housing Corporation Act*
- The *Social Work Act*
- The *Drug Cost Assistance Act*

These statutes provide our staff with the necessary legislative authority to be able to perform their duties.

Introduction

Le ministère des Services sociaux et des Aînés s'engage à aider les individus, les familles et les communautés de l'Île à atteindre leur plein potentiel. Le ministère travaille en collaboration avec les Insulaires en vue d'appuyer et de protéger les membres vulnérables de notre communauté unie, tout en faisant la promotion d'individus autonomes et en santé.

Le ministère se compose de quatre divisions : Services à l'enfance et à la famille; Programmes sociaux; Pharmacie, logement, services dentaires et aînés; et Services ministériels et financiers. À l'intérieur de ces divisions, plus de 500 membres du personnel fournissent aux citoyens de l'Île-du-Prince-Édouard des programmes aussi variés que la protection des enfants, l'appui aux personnes handicapées, l'aide à défrayer le coût des médicaments et le logement.

Le ministère est également responsable de plusieurs lois de l'Île-du-Prince-Édouard, notamment :

- *Child Protection Act* (loi sur la protection des enfants);
- *Rehabilitation of Disabled Persons Act* (loi sur la réhabilitation des personnes handicapées);
- *Adoption Act* (loi sur l'adoption);
- *Social Assistance Act* (loi sur l'aide sociale);
- *Health Authorities Employees Act* (loi sur les employés des administrations de santé);
- *Housing Corporation Act* (loi sur la société de logement);
- *Social Work Act* (loi sur le travail social);
- *Drug Cost Assistance Act* (loi sur l'aide au titre des médicaments).

Ces lois fournissent l'autorité législative nécessaire à notre personnel pour qu'il soit capable d'exécuter ses fonctions.

Child and Family Services Division

The mandate of the Child and Family Services Division is to provide a wide range of programs and services to vulnerable children, families and communities across the province including: child protection, foster care, residential, and adoption programs and services to children in need of protection and in the legal care of the Director of Child Welfare. This division also provides programs to strengthen families and communities including family violence prevention, child sexual abuse, Family Ties, and Family Support programs and services.

The Child and Family Services Division is legally responsible for the *Child Protection Act* (2003), *Adoption Act* (1993), *Social Work Act* (1988) and the Director of Child Welfare is the designated central authority under the *PEI Intercountry Adoption (Hague Convention) Act* (1994).

Programs Provided by the Child and Family Services Division

Child Protection Services

Through the authority of the *Child Protection Act*, child protection services are available across the province on a 24/7 basis. Legislated requirements include mandatory reporting, assessment, investigation, and provision of services to children deemed to be in need of protection.

Number of child protection investigations opened by child protection services

Year	2006-07	2007-08	2008-09
Investigations opened	1,067	1,315	1,335

Number of child protection services opened following an investigation

Year	2006-07	2007-08	2008-09
Interventions performed	187	340	366

Children in Care

The Children in Care Program is designed to provide services to children deemed to be in need of protection and in the legal care of the Director of Child Welfare. The Director of Child Welfare, as the legal custodian/guardian, has a responsibility for the duty of care for all children/youth in her care.

Number of children in care in Prince Edward Island			
Year	**2006-07**	**2007-08**	**2008-09**
Children in care	**280**	**264**	**229**

Number of children in care residing in residential services in Prince Edward Island			
Year	**2006-07**	**2007-08**	**2008-09**
Children served	**109**	**108**	**81**

Foster Care

The Foster Care Program provides day-to-day care for children and youth in the custody and/or guardianship of the Director of Child Welfare for Prince Edward Island whose legal status may be temporary, permanent, voluntary or court ordered. The Director of Child Welfare contracts with foster care givers who provide the day-to-day care for the children/youth in her care. The Foster Care Program includes recruitment and retention initiatives aimed to sustain this invaluable service in the protection and safety of vulnerable Island children and their families experiencing life transitions.

The PEI Federation of Foster Families is a key partner in the provision of foster care services in Prince Edward Island.

Number of homes providing foster care in Prince Edward Island			
Year	**2006-07**	**2007-08**	**2008-09**
Foster homes	**99**	**96**	**86**

Residential Services Review

In June, 2008 the Minister of Social Services and Seniors commissioned a review of the provincial residential resources for children and youth designated under the *Child Protection Act*.

The review process considered all aspects of the residential service system. In addition to an evaluation of the existing facilities, the facilitator interviewed current residents, Child and Family Services staff, service providers in related youth agencies, and parents.

The report found that while the current system has many strengths that will serve as a foundation for the future, there are challenges and issues that must be improved upon.

To this end, the residential services review provided 21 separate recommendations.

The department responded to the report's recommendations by announcing a new 30 bed Youth Residential Centre and assigning a coordinator to manage residential

Family Violence Prevention

Family violence is an abuse of power and control in relationships of family, trust, and dependancy. All Islanders have the right to live in safety and security. Ultimately, the sorrow and pain that results from family violence must be addressed by our entire Island community. The Premier's Action Committee on Family Violence Prevention is an example of how, together, we can strengthen our goal of safer families and communities for all Islanders.

The Premier's Action Committee on Family Violence Prevention is a 27-member committee consisting of community and government representatives mandated to oversee the implementation of the provincial Family Violence Prevention Strategy and promote increased public education and awareness to the many forms of violence within relationships of trust and dependancy.

2008 - 2009 Expenditures (Rounded to the nearest $000)	Budget	Actuals
Child and Family Services Division	$18,736,000	$18,911,000

Social Programs Division

The Social Programs Division provides services to Islanders in areas such as social assistance, child care subsidies, and disability supports. The Social Programs Division also provides funding to a number of non-government organizations that provide services to the citizens of Prince Edward Island.

Programs Provided by the Social Programs Division

Social Assistance Program

The Social Assistance Program provides benefits to Islanders in need of support to meet their basic needs such as food, clothing, shelter, medical requirements and various special needs. These benefits are provided on a case-by-case basis to Islanders who meet the program eligibility requirements.

Number of distinct social assistance cases in Prince Edward Island			
Year	**2006-07**	**2007-08**	**2008-09**
Distinct Cases	**5,659**	**5,462**	**5,487**

Number of distinct individuals who received social assistance benefits in Prince Edward Island			
Year	**2006-07**	**2007-08**	**2008-09**
Clients assisted	**9,783**	**9,378**	**9,287**

Disability Support Program

The Disability Support Program (DSP) is the first program in Canada to distinguish disability-specific support from income support. The purpose of DSP is to assist with personal planning and to help meet the needs related to an individual's disability. These supports are needs-based, and they are not intended to provide income.

Supports are provided in three main areas:

- child disability supports
- adult disability supports
- employment and vocational supports

Supports can take a number of different forms including: support for respite care, community living and community participation supports, technical aids and other devices.

Number of clients provided with disability supports in Prince Edward Island			
Year	**2006-07**	**2007-08**	**2008-09**
Clients supported	**1,106**	**1,065**	**1,115**

Disability Services Review Committee Releases Phase One Report

On September 8th, 2008, the phase one report of the Disability Services Review Committee was released to Islanders. This report was a compilation of information gathered from public consultations, written submissions and an online questionnaire.

"I am pleased to receive this report which captures the discussion, ideas and concerns of Islanders regarding supports and services for people with disabilities," said Doug Currie, Minister of Social Services and Seniors. "I would like to thank all participants and members of the review committee for the commitment, time and energy it took to get this important work done."

From February 24 to April 10, 2009, the Disability Services Review Committee hosted six community consultations, two stakeholder meetings and invited the public to provide input through written submissions or an online questionnaire. In total, there were 300 participants and more than 100 presentations and submissions were made.

The Disability Services Review Committee was mandated to advise government on public policy, identify gaps in services or legislation, advise on approaches to services and help develop a long-term plan of action to respond to issues. These issues deal with housing, employment, income, transportation, recreation as well as the role of individuals, families, community, business and government. The Committee's final report, along with almost 50 recommendations, was released to the public in May 2009.

Child Care Subsidy Program

The Child Care Subsidy Program provides assistance to parents for the cost of licensed child care. These subsidies will pay for all or part of the cost of child care based on a family's annual net income and family size using income thresholds. Subsidies are used to pay tuition costs for early childhood programs licensed by the Child Care Facilities Board. These include: day care centres, nursery programs, family day care homes, and before and after school programs. In total, 35 per cent of all registered child care spaces in P.E.I. receive subsidies from this program.

Number of children and families who accessed child care subsidies in Prince Edward Island

Year	2006-07	2007-08	2008-09
Children subsidized	**2,035**	**2,117**	**2,161**
Families assisted	**1,362**	**1,414**	**1,434**

2008 - 2009 Expenditures (Rounded to the nearest $000)	Budget	Actuals
Social Programs Division	$54,170,000	$53,838,000

Pharmacy, Housing, Dentistry and Seniors Division

This division is responsible for the delivery of programs and services relating to the Provincial Drug Programs; Housing Services; Dental Public Health; and Seniors.

Programs provided by Pharmacy, Housing, Dentistry and Seniors Division

Provincial Drug Programs

Pharmacy Services is responsible for the delivery of 33 provincial drug programs delivered to the public through retail pharmacies and the Provincial Pharmacy, a central, government-operated pharmacy located in Charlottetown.

Seniors' Drug Cost Assistance Program (DCAP)

DCAP provides financial assistance for seniors' drug costs, particularly those costs associated with long-term drug use for chronic conditions. To access DCAP, individuals must be 65 or older, reside in the province for at least three months, and be registered for coverage to receive benefits through Medicare.

Prescriptions for approved medications can be filled in any of the approximately 43 community retail pharmacies in the province. When having a prescription filled, individuals pay an $11 co-payment plus a pharmacy professional fee of between $7 and $12 per prescription. All other costs for the prescription are paid under DCAP.

Number of seniors provided assistance for drug costs in Prince Edward Island

Year	2006-07	2007-08	2008-09
Seniors assisted	15,255	16,118	17,151

Family Health Benefit Program

The Prince Edward Island Family Health Benefit Program helps low income families with children with the cost of approved prescription drugs. Eligibility is based on family size and the net family income from the previous year. Through the program, families pay a pharmacy professional fee of between $7 and $12 per prescription, and the program covers all other costs of the prescription. Families can get prescriptions filled at any pharmacy on PEI.

Number of people who accessed the Family Health Benefit Program in Prince Edward Island

Year	2006-07	2007-08	2008-09
Islanders accessing the Family Health Benefit	1,127	1,114	1,131

High Cost Drugs

Multiple Sclerosis Medications Cost Assistance Program

The Multiple Sclerosis Medications Cost Assistance Program was implemented to provide persons diagnosed with relapsing-remitting and secondary progressive Multiple Sclerosis (MS) with income-based financial assistance for the purchase of four currently available MS medications: Avonex, Betaseron, Copaxone, and Rebif.

Number of people receiving assistance for Multiple Sclerosis medications in Prince Edward Island

Year	2006-07	2007-08	2008-09
Islanders assisted	88	70	76

Remicade, Enbrel and Humira Program

The Remicade, Enbrel and Humira Program provides income-based financial assistance to people using these medications for the treatment of severe Rheumatoid Arthritis and Crohn's Disease. Coverage is limited to people eligible for PEI Medicare and who meet specific clinical criteria based upon coverage criteria recommended by the Atlantic Expert Advisory Committee.

Number of people who received drug cost assistance under the Remicade, Enbrel and Humira Program in Prince Edward Island

Year	2006-07	2007-08	2008-09
Islanders assisted	46	76	90

Home Oxygen Cost Assistance Program

The Prince Edward Island Home Oxygen Cost Assistance Program provides Island residents with a demonstrated need for home oxygen therapy with assistance toward the costs associated with this therapy. The program will reimburse approved clients 50 per cent of the cost of purchasing approved oxygen equipment and supplies up to a maximum of $200 per month.

Number of people provided with home oxygen assistance in Prince Edward Island

Year	2006-07	2007-08	2008-09
Islanders assisted	140	170	185

Other Programs

The Provincial Pharmacy provides several other programs to Islanders, including disease specific programs, Diabetes control, immunization programs and nutrition services to pregnant women.

Test Strips Now Covered for People With Diabetes Who Use Insulin

(Left to Right) Premier Robert Ghiz; Tracey Gallant, PEI Regional Chair of the Canadian Diabetes Association; and Doug Currie, Minister of Social Services and Seniors announce details of the blood glucose test-strip program.

On November 13th, 2008, Premier Robert Ghiz and Social Services and Seniors Minister Doug Currie announced that all Islanders who are dependent on insulin qualify to receive up to 100 test strips per month, with a monthly co-pay of $11.

We are extremely pleased to fulfil the promise this government made to insulin-dependent Islanders in the Throne Speech," said Premier Robert Ghiz. "This announcement is a $1.5 million investment in the health of Islanders."

Under the new initiative, people using insulin are provided with up to 100 glucose test strips per month, as indicated in the most current medical research, including clinical guidelines recently released by the Canadian Diabetes Association. Additional strips can be purchased by the patient, or the additional cost can be submitted to private health insurance plans.

"My department collaborated with the Canadian Diabetes Association, as well as with pharmacists, seniors groups and diabetes educators, to apply the latest clinical research in creating this new program. We believe it is an important step forward in assisting Islanders who use insulin," said Social Services and Seniors Minister Doug Currie.

Housing Services

Seniors' Housing Program

The Seniors' Housing Program provides apartment-style rental accommodations to seniors who are unable to independently meet their housing needs. Rent is based on need and is calculated at 25 per cent of income. Social Assistance recipients are charged a social assistance fixed rate of $220 in all areas of the province except Charlottetown where the rate is $405.

Number of Seniors housing units in Prince Edward Island

Year	2006-07	2007-08	2008-09
Seniors housing units	1,158	1,157	1,152

Family Housing Program

The Family Housing Program provides rental housing for families with low to moderate incomes. Units are administered by nine local housing authorities (community volunteers appointed by Executive Council) for operational management. Rents are based on 25 per cent of income. Social assistance recipients pay the greater of the social assistance fixed rate or 25 per cent of income.

Number of family housing units in Prince Edward Island

Year	2006-07	2007-08	2008-09
Family housing units	476	476	476

Seniors' Emergency Home Repair Program

Designed to assist seniors in continuing to live in their own homes and communities safely, the Seniors' Emergency Home Repair Program provides seniors with 50 per cent of any necessary repair costs for their home, up to a maximum grant of $1,500.

*Number of homes repaired through the Seniors' Emergency Home Repair Program**

Year	2006-07	2007-08	2008-09
Homes Repaired	N/A	183	306

*Grants provided by the Seniors' Emergency Home Repair Program**

Year	2006-07	2007-08	2008-09
Grants Provided	N/A	$204,100	$349,973

** The Seniors' Emergency Home Repair Program was re-introduced in November of 2007. Figures for 2007-08 are partial year.*

New Affordable Housing Project for Charlottetown

(Left to Right) J.W. (Bill) Campbell, president of the Kings Square Affordable Housing Corporation; Caroline Arsenault, corporate representative of Canada Mortgage and Housing Corporation; Clifford Lee, Mayor of Charlottetown and Social Services and Seniors Minister Doug Currie turn the sod for a new affordable housing development for Charlottetown.

On June 17, 2008, a sod turning event was held with Minister Doug Currie, J.W. (Bill) Campbell, president of the Kings Square Affordable Housing Corporation, as well as federal and municipal officials. The housing project, located at 67-69 Kensington Road in Charlottetown, will provide 20 three-bedroom apartment affordable rental units. Four units will be barrier-free and the apartments will be located within four complexes on the site.

Minister Doug Currie addressed the need for affordable housing units in the Charlottetown area. "We value our historic partnership with the Government of Canada in supporting affordable housing for Islanders. As we move forward, the housing needs of Islanders are changing and planning is underway to respond to these changes."

Canada-PEI Affordable Housing Program

Federal/provincial agreements were signed in 2003 and 2005 which provided $4.16 million from Canada Mortgage and Housing Corporation toward forgivable loans to encourage the creation of affordable housing units through new construction/home ownership and conversion of properties. Developers could be eligible for a forgivable loan if they maintain these units at a fixed below market rent and rent exclusively to low income tenants for 10 years.

Number of new housing units developed as a result of the Canada-PEI Affordable Housing Program in Prince Edward Island

Year	2006-07	2007-08	2008-09
New housing units developed	18	34	38

Dentistry

Dental Public Health provides assistance to Prince Edward Islanders in achieving and maintaining optimal oral health. This is achieved through a focus on children and youth, the provision of programs and services based on prevention of disease, promotion of health, and the reduction of barriers to oral health care services.

Childrens' Dental Care Program

The Childrens' Dental Care Program provides dental services to all Island children aged three to their 18th birthday. Children are eligible for oral exams, x-rays and most dental treatment. Exams and treatment services are provided in government and private dental clinics across Prince Edward Island.

Children are also eligible for preventive dental services including fluoride, scaling, preventive sealants and oral health education. These preventive services are provided through partnerships with Island schools, as well as in Dental Public Health clinics located across Prince Edward Island.

Number of children who received dental services through the Childrens' Dental Care Program in Prince Edward Island

Year	2006-07	2007-08	2008-09
Children served	16,015	14,928	15,659

Children's Orthodontic Program

In Prince Edward Island, there is a limited preventive orthodontic program provided by Dental Public Health using simple removable appliances or retainers. The purpose of the program is to make minor improvements in the position of some teeth, or to intervene early to make minor corrections that will prevent more serious orthodontic problems from occurring.

Number of children treated through the Children's Orthodontic Program in Prince Edward Island			
Year	**2006-07**	**2007-08**	**2008-09**
Children treated	**145**	**120**	**107**

Long Term Care Facilities Dental Program

Through the Long Term Care Facilities Dental Program, eligible residents of provincial and private long term care facilities have an oral health screening done annually by a staff dentist.

The purpose of the screening is to assess for evidence of pain or pathology (oral diseases) and to determine the need for treatment services as well as beneficial preventive services. Residents with dental treatment needs are referred to private dentists at the resident's own expense.

*Number of Islanders living in long term care facilities who were provided with a dental screening in Prince Edward Island**			
Year	**2006-07**	**2007-08**	**2008-09**
Seniors screened	**1,053**	**943**	**1,130**

**In preparation of this year's annual report, it was noted that the 2007-08 figure reported in the previous annual report was incorrect. 2007-08 figures have been corrected in this report.*

Cleft Palate Program

The Cleft Palate Orthodontic Funding Program is a limited program that partially covers the cost of necessary orthodontic treatment when the cause of the orthodontic problem is a cleft palate. The program assists the families of all Island children who have misaligned teeth directly related to a hard tissue cleft palate.

Number of families provided assistance through the Cleft Palate Program in Prince Edward Island			
Year	**2006-07**	**2007-08**	**2008-09**
Families assisted	**16**	**21**	**8**

Seniors

The Department of Social Services and Seniors seeks opportunities to contribute to the planning of policy, programs and services that will enhance the quality of life of Island seniors. Staff from the Seniors section participate on a number of government and community working groups providing advice and bringing forward seniors issues. The PEI Healthy Living Strategy Committee and the Premiers' Action Committee on Family Violence Prevention are two examples of this work.

Staff from the Seniors section participate on healthy aging and financial security working groups as part of the federal/provincial/territorial Seniors Forum. These working groups offer an opportunity to collaborate with other provinces to produce resources and share information.

The Seniors section responds to an average of 128 contacts per month from Island seniors and their families to the toll-free seniors telephone information line and email service.

The Seniors' Secretariat

The Prince Edward Island Seniors' Secretariat was established in November 2005 to collaborate with government and the community on matters relating to seniors, their issues and concerns, to act as a resource and to advise government on the development of public policy that will improve the quality of life of Island seniors. The Seniors' Secretariat is also mandated to support public education efforts for seniors and about seniors' issues.

The Seniors' Secretariat focuses on:

- The challenges and opportunities that are arising as the population ages
- Seniors' housing and the issues facing seniors who wish to remain in their own homes
- Seniors' health care and healthy living
- Supporting the development of age-friendly communities
- Promoting the many contributions seniors make to improve our society

The Seniors' Secretariat is an entry point to provincial government for seniors, community groups, other governments and business. Staff can provide information and direction on government programs and services for seniors.

Age Friendly Communities

In partnership with the Public Health Agency and the Active Living Coalition for Older Adults, the Seniors' Secretariat hosted the first PEI forum on Age Friendly Communities in March 2009.

The Age Friendly Communities initiative focuses on what Prince Edward Island's seniors need to maintain active, healthy and productive lives within their communities. The forum provided partners and attendees the chance to share information and collaborate on the design and development of age friendly

2008 - 2009 Expenditures (Rounded to the nearest $000)	***Budget***	***Actuals***
Pharmacy, Housing, Dentistry and Seniors Division	*$45,846,000*	*$44,676,000*

Corporate and Financial Services Division

The Corporate and Financial Services Division has the overall responsibility for the Department of Social Services and Seniors in the following areas:

- Minister's and Deputy Minister's Offices
- Financial Services and Audit: payroll administration and accounting services relating to accounts payable and accounts receivable, social assistance audits / investigations
- Human Resources: benefits, staffing, and position management functions
- Federal, Provincial, Territorial (FPT) and Corporate Relations functions including: Freedom of Information and Protection of Privacy (FOIPP), records management, strategic planning, program analysis and FPT liaison on social services-related areas.
- Emergency Social Services
- Communications to staff and the public
- Financial administration for the PEI Housing Corporation

Programs provided by the Corporate and Financial Services Division

Strategic Planning

Staff of the Corporate and Financial Services Division facilitated the department's strategic planning initiative during the 2008-2009 fiscal year. This intense planning process saw the facilitators meet with the staff of each division to seek their input into the strategic direction of the department.

The department also listened to the comments from our public partners, such as those provided during phase one of the Disabilities Supports Review, and used this input to help guide our strategic direction.

The information collected from staff, our public partners and the department's senior management lead to the final result, the Department of Social Services and Seniors Strategic Plan for 2009-2011.

Social Prosperity

The Department of Social Services and Seniors understands that a key role of our department is to protect vulnerable Islanders. One way to do this is to improve the social prosperity of all Islanders. That is why in 2007, senior management within the department assigned staff to research best practices in social prosperity.

This research was provided to the members of the Deputy Minster's Standing Committee on Social Policy, who then recommended that a social prosperity framework be developed by government for Prince Edward Islanders. Based on these recommendations, Premier Robert Ghiz mandated the Committee to develop a draft social prosperity framework for review.

Staff from the Department of Social Services and Seniors, along with the staff of the other member departments of the committee began work on this draft framework. It is hoped that this work will lead to a mandate to operationalize a social prosperity framework in Prince Edward Island in future years.

Financial Services and Audit

This section is responsible for the overall financial and payroll administration for the department. Included in the financial area are the responsibilities for administration of the accounts payable and accounts receivable functions, budgetary administration and management including the delivery of management information to assist in the delivery of programs, projects and services. The section is also responsible for the delivery of payroll services and risk management initiatives for the department.

In addition, this section is responsible for audit services relating to the Social Assistance Program and for providing direction and support on social assistance overpayments. This section manages the requirements related to the Housing Corporation Act in the areas of asset management, debt administration, and local housing authority operations for the PEI Housing Corporation.

Each year, the Financial Services and Audit section is responsible for ensuring that approximately 60,000 cheques are provided to clients of the Social Assistance, Children in Care, Disability Support and Day Care Subsidy programs.

Human Resources

This section is responsible for the range of human resource matters for the overall department including labour relations, personnel administration, staffing, classification services, and performance development. This section also provides application of human resource functions across the department in areas including organization development, training and development, occupational health and safety, human resource planning, and human resources information.

Number of full and part time employees within the department

Year	2006-07	2007-08	2008-09
Full and part time employees	521	520	524

Staff Orientation

A 2007 staff survey indicated that staff were not being provided with adequate orientation upon joining the department. In response to this, staff of the Human Resources section developed an in-depth orientation program for new staff.

This program includes a half day session where new staff are provided with an overview of the Department of Social Services and Seniors and are shown how the department fits within government operations in Prince Edward Island. The orientation also provides information to staff on departmental polices and procedures, and provides answers to many of the common questions for new staff, such as leave and payroll procedures, sick benefits and how the government retirement and pension plans work. Following the session staff are provided with a copy of the presentation as well as an orientation

Federal, Provincial, Territorial and Corporate Relations

This section is responsible for coordination of federal/provincial/territorial (FPT) relations for the department. FPT tables under the Department of Social Services and Seniors include: Ministers Responsible for Social Services, Ministers Responsible for Seniors, and Ministers Responsible for Housing.

Federal, Provincial, Territorial and Corporate Relations also coordinates the legislative agenda for the department and provides leadership for the development of indicators and results measurement. In addition, this section provides guidance for the department in strategic planning, communications, FOIPP and records management.

Federal Provincial Territorial and Corporate Relations provides policy direction and program design services on behalf of the department.

Emergency Social Services

The Department of Social Services and Seniors has provincial responsibility for the planning and coordination of measures for the social care and protection of victims of an emergency or disaster situation.

The department maintains a contract with the Canadian Red Cross to assist for the provision of emergency social management. The purpose of the agreement is for the Canadian Red Cross to assist in the emergency response and the direct provision and support of emergency social services during emergencies or disasters.

2008 - 2009 Expenditures (Rounded to the nearest $000)	***Budget***	***Actuals***
Corporate and Financial Services Division	*$2,002,000*	*$1,940,000*

Non-Governmental Organizations

The Department of Social Services and Seniors provides program funding to various non-governmental organizations. This funding ensures the provision of services to Islanders in areas such as employment support, rehabilitation, housing and counseling.

Number of non-governmental organizations funded by the Department of Social Services and Seniors			
Year	**2006-07**	**2007-08**	**2008-09**
Non-governmental organizations funded	**30**	**39**	**41**

In 2008-09, funding was distributed to non-governmental organizations as follows:

Non-Governmental Organization Funding		
Type of NGO	**Number**	**2008-2009 Funding**
Residential and /or Training Services for Intellectually Challenged	8	5,127,800
Family Violence Support and Education Programs	2	868,000
Programs for Individuals with Physical and/or Intellectual Challenges	9	583,900
Support Programs for Island Families and Youth	15	572,300
Seniors' Programs	6	134,000
Community Programs	1	37,600
Total	**41**	**$7,323,600**

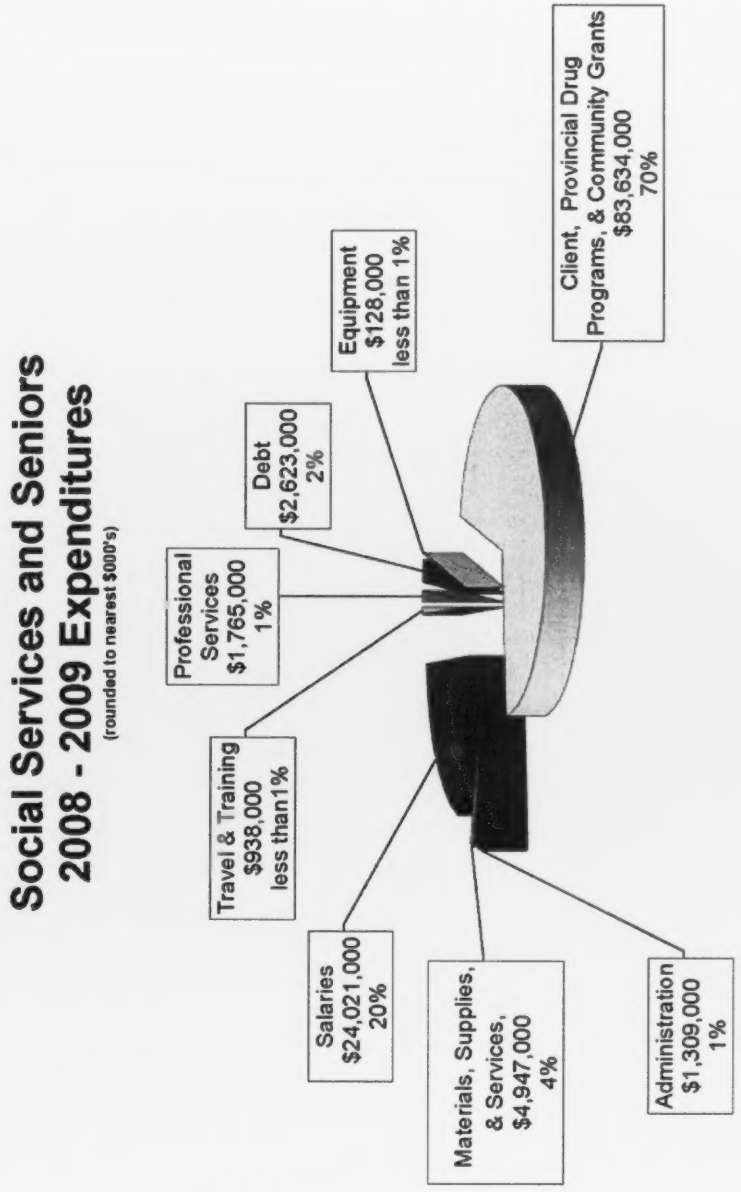
Appendix A

2008-2009 Expenditures and Revenues

2008 - 2009 Expenditures and Revenues (Rounded to the nearest $000)		
Division	**Budget**	**Actuals**
EXPENDITURE BUDGET		
Corporate and Financial Services	2,002,000	1,940,000
Child and Family Services	18,736,000	18,911,000
Social Programs	54,170,000	53,838,000
Pharmacy, Housing, Dentistry and Seniors	45,846,000	44,676,000
Total	**$120,754,000**	**$119,365,000**
REVENUE BUDGET		
Corporate and Financial Services	31,000	46,000
Child and Family Services	1,106,000	1,294,000
Social Programs	7,699,000	9,657,000
Pharmacy, Housing, Dentistry and Seniors	76,000	76,000
Total	**$8,912,000**	**$11,073,000**
TOTAL NET	**$111,842,000**	**$108,292,000**

Appendix B

2008-2009 Expenditures by Expense Type


Social Services and Seniors
2008 - 2009 Expenditures
(rounded to nearest $000's)
Client, Provincial Drug Programs, & Community Grants $83,634,000 70%
Equipment $128,000 less than 1%
Debt $2,623,000 2%
Professional Services $1,765,000 1%
Travel & Training $938,000 less than1%
Salaries $24,021,000 20%
Materials, Supplies, & Services, $4,947,000 4%
Administration $1,309,000 1%

Organizational Chart for the Department of Social Services and Seniors

Department of Social Services and Seniors

Functional Organizational Chart

Appendix C

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